

May 23, 2000

## **OBSERVATION REPORT #72:**

**KPMG has received bills belonging to other CLECs.**

### **Issue**

KPMG has received bills belonging to other CLECs on several occasions. CLEC billing information must be correctly delivered in a timely manner for secure, efficient and accurate operation in a competitive market.

Receipt Date	Addressed on Envelope	Type of Bill	Address on Bill	Bill Date	Account Number
May 11, 2000 <sup>1</sup>	Marie Homes KPMG 16 <sup>th</sup> Floor 1600 Market Street Philadelphia, PA 19103	M40 – Unbundled Facility Access Paper	ATTN: Scott Mcelwee Choice One Communications Network Cost 100 Chestnut Street, Rochester NY 14604	May 4, 2000	603 M40-0008 812
May 11, 2000 <sup>2</sup>	Marie Homes KPMG 16 <sup>th</sup> Floor 1600 Market Street Philadelphia, PA 19103	M02 – Special Access Paper	ATTN: ACCTS PAYABLE Harvardnet 500 Rutherford Avenue, Charleston MA 02129	May 4, 2000	617 M02-0163 681
May 15, 2000	Marie Homes KPMG 16 <sup>th</sup> Floor 1600 Market Street Philadelphia, PA 19103	Power Bill	PNC Bank John Neugebauer USX Tower – 39 <sup>th</sup> Flr. Pittsburgh, PA 15218	May 1, 2000	9732799880999

### **Assessment**

CLEC billing information needs to be delivered to the proper recipient in a timely manner. Improper delivery of billing records can negatively impact a CLEC's ability to remain competitive through delays in subsequent billing of customers, unjustified accrual of late payment charges, and the compromise of confidential information.

<sup>1</sup> Sent as part of January 6, 2000 re-bill for Billing Account Number 617 Y40-0013 156.

<sup>2</sup> Sent as part of January 6, 2000 re-bill for Billing Account Number 617 Y40-0013 156.